Updated Process for Completing WAP Events in NEAT and eHEAT
(Includes Review of Current Process)

By now, all agencies should be aware of the requirements for completing WAP Events in Weatherization Assistant (NEAT) and eHEAT. Remember that a WAP event created in eHEAT can be an "audit", a "standalone" or a "callback". The audit, standalone or callback record(s), along with the client and client contact record corresponding to each WAP event eventually get exported from eHEAT, and subsequently imported into NEAT. After the appropriate audit and/or work order data is entered into NEAT, a file containing the completed work order measures is eventually exported from NEAT and imported into eHEAT, so that appropriate accounting and payment of weatherization work can be accomplished.

In order to make the process of managing an audit-type WAP event in eHEAT more efficient for the agencies, a new status will need to be set in NEAT when an agency is making its own determination that all of the work order measures associated with an audit are truly complete and are ready to be made eligible for payment in eHEAT. The process for setting this additional status will be described at the end of this document. This should avoid some of the difficulties associated with audit-type WAP events in eHEAT becoming "frozen", resulting in the situation whereby additional measures couldn't be uploaded without intervention by State office personnel.

In general, an agency will continue completing the various fields described below and exporting work order measures for standalones and callback WAP events in exactly the same manner as has been done to this point. Standalone and callback WAP events created in eHEAT automatically become work orders in NEAT, upon import of the appropriate files exported from eHEAT. These types of events do not have an audit associated with them. There is also no change in how standalone and callback WAP events are managed in eHEAT.

An agency will also continue completing the various fields described below and exporting work order measures for audit WAP events in the same manner as has been done to this point. However, an additional status field will need to be set in NEAT to document final completion of an audit WAP event. This additional status field will be automatically included in the typical WAP Event eHEAT Upload file generated via the Data Link process in NEAT, and eventually imported into eHEAT. The additional status field is described at the end of this document, in the section entitled "Additional Status Field to Document Completed Audit WAP Event**".**
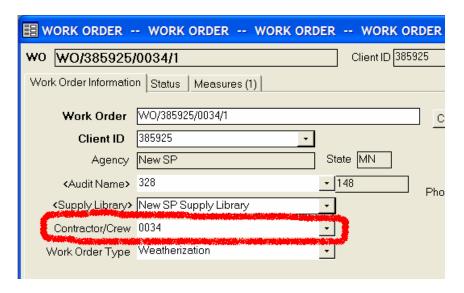
The payment process in eHEAT is not impacted in any way by this additional audit status setting.

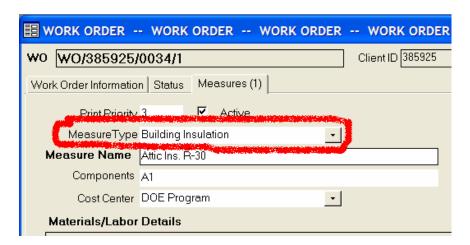### Review of Current (and Continuing) Process for all WAP Events

The required fields that must be completed in NEAT, in order to make work order measures eligible to become payable in eHEAT, consist of the following five items: (1) Contractor/Crew selection for the work order; (2) Measure Type selection for each measure; (3) Cost Center selection for each measure; (4) Actual Costs entered for each measure; and (5) Status selections documenting completion of the work order. A review of each of these fields is summarized below.

It is recognized that if a work order measure is still in progress, one or more of the fields described below may not be filled in. In that case, if a WAP Event eHEAT Upload file for that client is generated in NEAT so that other completed measures can be made payable, the user may see a warning or an error when importing that file into eHEAT, indicating that a required field for the in-progress measure(s) has an invalid or missing entry. Once those in-progress measures are completed and the required fields are properly set, the subsequent file generated by NEAT should be successfully imported into eHEAT with no errors or warnings.
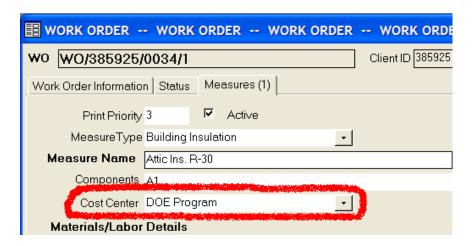
(1) <u>Contractor/Crew Selection</u>: A contractor or crew must be selected from the Contractor/Crew drop-down list (see figure below) on the Work Order Information tab of each work order. The contractor or crew entries shown in the list need to have been initially set up in eHEAT and subsequently downloaded into NEAT. If a contractor is selected from the list and all other work order/measure required fields described here are properly set in NEAT, the measure payment status in eHEAT will start out as "Certifiable", after eHEAT imports the WAP Event eHEAT Upload file generated by NEAT. At that point agency personnel need to go through the process of making that payment record "Payable" in eHEAT, and follow through with completing the WAP Payment Process. If an agency's crew is selected on the Work Order Information tab in NEAT, rather than a contractor, the measure payment status in eHEAT will automatically be shown as "Paid" after eHEAT imports the WAP Event eHEAT Upload file generated by NEAT.
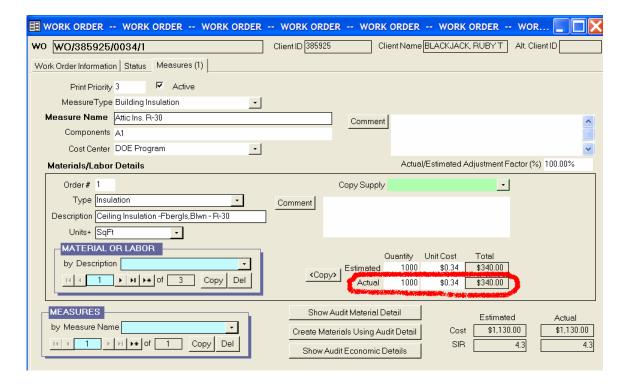

(2) <u>Measure Type Selection</u>: A selection must be made from the Measure Type drop-down list (see figure below) on the Measures tab of the work order. Each measure in the work order is required to have a measure type selected.

(3) <u>Cost Center Selection</u>: A selection must be made from the Cost Center drop-down list (see figure below) on the Measures tab of the work order. Each measure in the work order is required to have a cost center selected.

(4) <u>Actual Costs Entered</u>: Actual costs need to be entered for each measure in the work order (see figure below). There doesn't need to be an Actual cost value for every Material/Labor Detail record that makes up a specific measure, since the actual costs are allowed to be lumped into a single value for each measure. If no actual costs are entered for a specific measure of a <u>completed</u> work order in NEAT, it is assumed that no payment is needed for that measure, and the measure becomes "frozen" in eHEAT when the WAP Event eHEAT Upload file is imported.

(5) <u>Work Order Status Selection</u>: Statuses of the work order, inspection and payment need to be set appropriately to make the work order measures eligible to be made payable in eHEAT.

On the Status tab of the work order, the first status record needs to be set to "Work Completed On" (see figure below), by selecting that status via the Edit button on the far right of the screen.

On the Status tab of the work order, the second (Inspection) status record needs to be set either to "Passed On" (see figure below) or "Not Required", by selecting the status via the Edit button on the far right of the Inspection status record line.

On the Status tab of the work order, the third (Payment) status record needs to be set either to "Invoice Approved On" (see figure below) or "Not Required", by selecting the status via the Edit button on the far right of the Payment status record line.
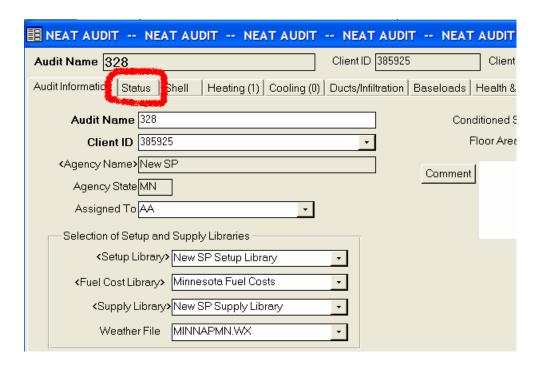
Additional Status Field to Document Completed Audit WAP Event

The set of work orders and measures prepared in response to an audit tend to be more involved, often including multiple contractors and/or crews, a larger number of measures, changes to measure details, etc. In a number of instances, attempts to update or add work order measures for audit WAP events in NEAT, with a subsequent export of the WAP Event eHEAT Upload file from NEAT and import into eHEAT, has resulted in errors indicating "frozen" events or measures in eHEAT.

In order to provide additional control by the agencies in determining when a particular <u>audit</u> WAP event and its associated work order measures have been completed, one additional status field now needs to be set in NEAT, to indicate that the job is truly complete. This field should only be set once the agency is satisfied that <u>all</u> measures on all work orders for a client have been completed and are ready to be made eligible for payment in eHEAT. The screens below show the process for setting this new status field.
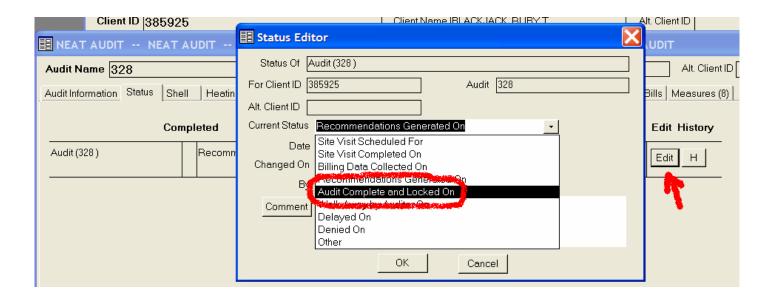
The new status field is reached by selecting the Status tab (shown below) while on the audit screen for the particular client. This specific Status tab has not been used prior to this time. (The Status tab that is currently [and will continue to be] used is on the work order screen, where the work order, inspection, and payment statuses are set.)

If recommended measures have been generated by running the audit, and work orders with measures have been created, it is likely that the current status of the audit will automatically be set to "Recommendations Generated On", as shown in the figure below.

At the point in time when the agency determines that all of the work orders and their associated measures have been completed (including setting the proper work order and measure statuses as described in Steps [1] through [5] above) for this audit WAP event, and that no additional work will be undertaken, the Audit status in NEAT needs to be changed to "Audit Complete and Locked On". This is done by clicking on the Edit button on the far right of the Audit status record line, which opens up the Status Editor box, and then selecting "Audit Complete and Locked On" from the Current Status drop-down list of status choices, as shown below.

After clicking the OK button at the bottom of the Status Editor box the resulting Audit status screen will appear as shown below, with the Current Status set to "Audit Complete and Locked On".

This status change is intended as a way for the agency NEAT user to document that the audit and all of the associated work order measures have been completed, rather than leaving it up to eHEAT to infer when the work is truly finished. This status change should not be made in NEAT as long as there are outstanding work order measures to be completed at the client dwelling, or if Steps (1) through (5) described previously have not been completed for all work orders and associated measures. This audit status change should not be made if the agency expects that additional work may need to be conducted at the dwelling.

The WAP Event eHEAT Upload file containing this status change will be exported from NEAT and imported into eHEAT via the usual process of sending completed weatherization measures to eHEAT. The intention is that once eHEAT receives this "Audit Complete and Locked On" status value via the file exported from NEAT, the WAP event will be locked down in eHEAT. However, some leniency is provided in eHEAT, in deference to the fact that last-minute changes to measures (e.g. addition of measures or corrections to actual costs) may be needed even after the agency indicates the audit WAP event status is "Audit Complete and Locked On". New measures for that WAP event can be imported to eHEAT for one additional calendar day (not business day) after the day of the upload to eHEAT that included the "Audit Complete and Locked On" status. For example, if eHEAT receives the "Audit Complete and Locked On" status in a WAP Event eHEAT Upload file from NEAT at any time during the day on a Thursday, new measures can still be sent to eHEAT through the end of Friday of that week.

After that time period no new measures can be imported into eHEAT for the specific audit WAP event. However, any existing in-progress measures (the first 4 steps of the 5 described above have been completed) that have been previously sent to eHEAT can also have the work order status changed to indicate that the work is completed and payment is needed. In this latter instance, various fields associated with the in-progress measure can also be updated, such as the actual costs, measure type, and cost center.

The following limitations continue to be in place in eHEAT. A measure cannot be updated if: (a) it is downloaded for payment processing or is already in Paid status; or (b) it is in a Complete status and the actual cost was uploaded as $0. In order to update this latter condition, State office personnel need to be contacted. The only exception to (a) above is that the cost center assigned to a completed measure can be updated in eHEAT up to 45 days after the end of the WAP program year.

The payment process in eHEAT is not impacted in any way by this additional audit status setting. Payables records still need to move through the usual payment process no matter whether or not the status has been changed to "Audit Complete and Locked On". Measures for contractors can continue to be made payable in eHEAT before the "Audit Complete and Locked On" status for an audit WAP event is sent to eHEAT. In addition, any measures that are still in certifiable status in eHEAT can also be made payable, even after the "Audit Complete and Locked On" status is received by eHEAT.